

Please disregard my last contact, I have made a correction to this letter.....

I have been in contact for HOURS with SBC (Ameritech), today in a futile attempt to have them remedy the problem that THEY caused! They switched our area code over to 269 from 616, and EVERYONE who is not one of "their" customers has limited or NO phone service today! I have 6 of my 7 phone lines with TDS Metrocom, my neighbor is using Choice One and neither of us can receive calls from ANY of SBC's customers! My company has easily lst \$5-10,000 in business by not having operational phones today! This is the 2nd time they have cost me an entire day's worth of business, the last time was when I switched my service over to TDS Metrocom approx. a year ago and all of the sudden my phones would not work for incoming calls, they continued to assure me that it had nothing to do with them that it must have been TDS's problem! So by 2:00 pm I had had it with the "passing the buck" crap that they continued to tell me every time I called, so I threatened a law suit if my phones were not operational within 1 hour, and conveniently by 2:45 I had all 6 lines operational again! NUMEROUS customers are having identical problems today, and EVERYONE of them are using someone OTHER than SBC for their local service! I MUST conclude that they are simply playing some kind of "game" with the people who have chosen to switch carriers, and this is a bunch of B.S. I simply need my phones working, and those people are playing some kind of "power play" with everyone except for "their" customers, and it's costing me a hell of a lot of money! Do something about SBC, they're a bunch of CHILDREN, who need a good ass whipping!